OTSG Telemedicine

consult" Teleconsultation Progra

April 2014

Summary

- **Program Summary**
  - **19 specialties with contact groups: xxx.consult@us.army.mil**
  - **11,903 teleconsultations (April 2004 to April 2014 – 121 months)**
  - **177 known evacuations prevented**
  - **566 known evacuations facilitated**
  - **2,951 different referring providers**
  - **1,268 teleconsultations on non - US pa**
    - **Reply Histor**

Year	Average Reply Time	Median Reply Time
2004	5 hr 9 min	3 hr 55 min
2005	5 hr 16 min	3 hr 32 min
2006	5 hr 12 min	3 hr 30 min
2007	5 hr 8 min	3 hr 4 min
2008	4 hr 58 min	3 hr 11 min
2009	5 hr 11 min	3 hr 10 min
2010	5 hr 13 min	3 hr 23 min
2011	5 hr 12 min	3 hr 22 min
2012	5 hr 36 min	2 hr 57 min
2013	5 hr 9 min	2 hr 24 min
2014	3 hr 56 min	1 hr 28 min
Apr	3 hr 3 min	1 hr 15 min
Program	5 hr 18 min	3 hr 15 min

Non-U.S. Patients			
Country	Consults	Country	Consults
Afghanistan Army	62	Iraqi Military	48
Afghanistan Detainee	18	Iraqi Civilian	309
Afghanistan Non-Combatant	393	Iraqi Detainee	86
Albania National	1	Italian Army	1
Australian Army	5	Italian Navy	2
Australian Navy	2	Jordanian National	2
Bangladesh Contractor	1	Jordanian Soldier	3
Bosnian National	3	Kenya National	9
Bosnian Contractor	4	Korean	6
Bosnian Officer	1	Kuwait National	3
Botswana Child	1	Kyrgyzstan Contractor	1
British Air Force	3	Laotian National	3
British Contractor	3	Liberian Children	2
British Soldier	5	Macedonian Soldier	5
Bulgarian Army	3	Mauritania National	1
Canadian Contractor	1	Middle East, Not Specified	1
Canadian Soldier	29	Mongolian National	1
Canadian Navy	9	Nepalese National	17
Columbia National	7	Netherland Army	2
Congo Child	2	New Zealand Contractor	1
Denmark Contractor	1	Pakistan	30
Djibouti National	5	Papua New Guinea National	1
Dutch Army	4	Philippine National	25
Egyptian Contractor	1	Poland Army	3
Ethiopian National	3	Romanian Contractor	1
Fijian Contractor	5	Romanian Soldier	15
Georgia Contractor	1	Russian AFEES Contractor	1
German Child (in Turkey)	1	Saudi Detainee	1
German Contractor	1	Scottish Civilian	2
German Soldier	2	SE Asian (not specified)	1
Ghana National	5	Sierra Leon Contractor	1
Guatemala Child	1	Somalia Child	1
Guam Contractor	1	South Africa Contractor	3
Haitian National	2	Sri Lanka Contractor	2
Honduran National	1	Sudan Nationals	12
Hungarian Army / Police	12	Turkey Contractor	3
Hungarian Contractor	1	Uganda National	35
India Army / Police	1	Uruguay Contractor	1
India Contactor	26		
Total			1,268

Program Summary By Specialty
(organized into formal teleconsultation groups)

	Total Consults By FY																		Program	% Consults
	2004 Totals	2005 Totals	2006 Totals	2007 Totals	2008 Totals	2009 Totals	2010 Totals	2011 Totals	2012 Totals	2013 Totals	2014								Totals	Program
											Oct	Nov	Dec	Jan	Feb	Mar	Apr	YTD		
Burn-Trauma		23	24	19	32	31	13	17	10	12				2	1	1		4	185	2%
Cardiology		2	67	41	61	67	84	51	32	30	4		2	3	5	1	2	17	452	4%
Dental				0		14	15	21	5	11								0	66	0.6%
Dermatology	321	543	528	468	562	526	560	543	281	231	7	12	15	32	28	31	32	157	4,720	39.7%
Infection Control				0		11	11	16	4	14	1	1	3	1	4	4		14	70	0.6%
Infectious Diseases		82	110	106	100	110	110	100	69	66	4	2	3	4	9	8	4	34	887	7.5%
Internal Medicine				34	50	57	64	70	53	29	1	2	1		2	4	2	12	369	3.1%
Microbiology				0		8	7	3	1	3					1			1	23	0.2%
Nephrology		13	18	33	30	29	20	19	19	6		1						1	188	1.6%
Neurology				78	123	145	123	129	69	40	1	2	1	1	2	5	3	15	722	6.1%
Ophthalmology	10	51	38	54	70	65	56	81	49	56	2	5	3	1	4	4	3	22	552	4.6%
Orthopedics				11	105	169	142	227	137	117	5	8	8	15	10	12	9	67	975	8.2%
Pediatrics		8	21	27	24	20	15	7	6	2								0	130	1.1%
Prvt Med			3	13	13	25	26	25	23	14	3			2	3			8	150	1.3%
Rehabilitation			1	0					0	0								0	1	0.0%
Rheumatology			13	26	20	21	32	35	19	16	3	1	2		3		2	11	193	1.6%
Sleep Medicine				0		12	5	16	4	3			1	1				2	42	0.4%
Toxicology		2	19	15	14	8	14	15	11	5					1	1		2	105	0.9%
Traumatic Brain Injury				0	8	42	63	74	34	8	1	2	2	6				11	240	2.0%
Urology				6	69	108	114	125	64	45	1	2	2	5	2	1	4	17	548	4.6%
Other Specialties		7	61	124	178	185	180	245	136	110	2	7	3	11	10	14	12	59	1,285	10.8%
Totals	331	731	903	1,055	1,459	1,653	1,654	1,819	1,026	818	35	45	46	84	85	86	73	454	11,903	

Top Specialties
Using a Utility Account
April 2014

Dermatology: 43.3%
Orthopedics: 11.0%

Program Summary By Specialty
(not organized into formal groups)

Specialty	Other Specialty Summary By FY																Program Totals	% Consults Program
	2005 Totals	2006 Totals	2007 Totals	2008 Totals	2009 Totals	2010 Totals	2011 Totals	2012 Totals	2013 Totals	2014 Oct	2014 Nov	2014 Dec	2014 Jan	2014 Feb	2014 Mar	2014 Apr	2014 YTD		
Admininstrative			1	3	2	1	1	2	2					1			1	13	1.0%
Allergy	2	1	2	3	8	10	28	14	9		4		3	2	5	3	17	94	7.3%
Dental				1													0	1	0.1%
Diving				1									3				3	4	0.3%
Endocrinology	1	4	12	16	26	13	20	16	9						3	3	6	123	9.6%
Flight Medicine			1			5	1	2	2								0	11	0.9%
Gastroenterology		2	13	34	39	30	30	21	18		1		2	1		2	6	193	15.0%
Hematology			4	7	15	19	11	7	9					1		1	2	74	5.8%
Judge Advocate General			2														0	2	0.2%
Line of Duty				1													0	1	0.1%
Medical Translation				1													0	1	0.1%
Neurology	1	10	1														0	12	0.9%
Neurosurgery		4	5	3	3	3	3	10	6								0	37	2.9%
Nutrition			1				1		2							1	1	5	0.4%
OB-GYN		2	14	25	16	17	19	8	4		1	1		1	3		6	111	8.6%
Oncology			3	6		4	3	1	1								0	18	1.4%
Oral Pathology	1	2	4	4													0	11	0.9%
Orthopedics		15	12														0	27	2.1%
Otolaryngology / Audiology		2	16	28	45	50	76	24	19		1	1	1	3	2	1	9	269	20.9%
Pathology				1	1			1									0	3	0.2%
Pain Management							3	1						1	1		2	6	0.5%
Pharmacy			2	2			1	1	2								0	8	0.6%
Plastic Surgery		1	1		1	2		1	1	1							1	8	0.6%
Preventive Medicine	1	1															0	2	0.2%
Psychiatry / Mental Health			1	6	5	8	15	4	1			1					1	41	3.2%
Pulmonary Diseases	1	1	4	16	8	7	13	6	8								0	64	5.0%
Radiology		2	3	13	7	3	10	11	7							1	1	57	4.4%
Speech Pathology		1					1										0	2	0.2%
Surgery			2	4	8	4	4	3	7				2				2	34	2.6%
Traumatic Brain Injury			2	1													0	3	0.2%
Urology		13	15														0	28	2.2%
Vascular Surgery		1	3	2	1	3	3	2	3	1							1	19	1.5%
Veterinary Medicine						1	1	1									0	3	0.2%
Total	7	62	124	178	185	180	244	136	110	2	7	3	11	10	14	12	59	1,285	

Program Summary by Location

	Location of Referring Physician																			
	2004 Totals	2005 Totals	2006 Totals	2007 Totals	2008 Totals	2009 Totals	2010 Totals	2011 Totals	2012 Totals	2013 Totals	2014 Oct	2014 Nov	2014 Dec	2014 Jan	2014 Feb	2014 Mar	2014 Apr	2014 YTD	Program Totals	% Consults Program
Major Facilities >100 Consults	286	682	827	1,008	1,378	1,586	1,570	1,745	936	696	31	43	39	61	75	70	58	377	11,275	95%
Afghanistan	6	80	127	131	160	346	610	744	496	316	12	15	12	31	33	23	27	153	3,169	27%
CONUS		20	17	19	26	16	37	29	27	27		2	2	2	4	1	4	15	233	2%
Djbiouti				18	20	46	10	49	68	56		1	2	2		1		6	273	2%
Egypt (MFO)	1	22	16	11	3	26	14	67	27	24								0	211	2%
Honduras		1			22	19	6	11	32	22					1		1	2	115	1%
Iraq	197	477	570	755	1,059	905	621	509	46	1	1							1	5,142	43%
Kuwait	64	52	32	20	15	62	65	99	77	83	7	7	2	9	16	13	14	68	637	5%
Kyrgyzstan		2	5		23	3	30	15	10	4		8	11	2	5	3	1	30	122	1%
Qatar	2	27	37	32	46	18	37	68	34	14				3	1	4	3	11	326	3%
US Navy Afloat	16	4	28	22	49	167	176	180	161	153	11	10	10	12	15	25	8	91	1,047	9%
Minor Facilities <100 Consults	45	49	76	46	81	67	84	74	90	122	4	2	7	23	10	16	15	77	628	5.3%
Albania					1	1												0	2	0.02%
Bahrain						8	4	5		19		1	3	4	5	2	1	16	52	0.4%
Bangladesh								1	1									0	2	0.02%
Belgium								1										0	1	0.01%
Belize				2		1				1								0	4	0.03%
Bosnia	25	22	5	2		3		9	10									0	76	0.6%
Botswana					1													0	1	0.01%
Canada Navy Afloat								6	2	1								0	9	0.1%
Chad		1		1														0	2	0.02%
Chili										1								0	1	0.01%
Congo					4													0	4	0.03%
Cuba (GTMO)			1		1				9	7			2			3	8	13	31	0.3%
Diego Garcia			2	1	3											1		1	7	0.1%
Ecuador				11														0	11	0.1%
El Salvador								2										0	2	0.02%
Ethiopia										3				2				2	5	0.04%
Germany		9	6	2	1	3	1	1	2									0	25	0.2%
Ghana					2	1		2										0	5	0.04%
Guam						1	3											0	4	0.03%
Guatemala					1													0	1	0.01%
Guinea						1												0	1	0.01%
Haiti							4											0	4	0.03%
Italy			5	1	2	2				3								0	13	0.1%
Japan								1	3	3								1	8	0.1%
Jordan									1	4				1	1			4	9	0.08%
Kenya				4		2				2	1							1	9	0.1%
Korea			3	1	1	1	6	12	4	2								0	30	0.3%
Laos								3										0	5	0.04%
Liberia									5									0	5	0.04%
Mali						1												0	1	0.01%
Mauritania					1		2											0	3	0.03%
Morocco				4														0	4	0.03%
Nepal				2					1	1								0	4	0.03%
Niger										4	1			1				2	6	0.05%
Okinawa		1			1	1	1	2	1	2	1							1	10	0.1%
Pakistan	1	2	38			1	2			0								0	44	0.4%
Papua New Guinea										2								0	2	0.02%
Peru					1													0	1	0.01%
Philippines				2	2	1			3	11								0	19	0.2%
Saudi Arabia										8					2			2	10	0.1%
Senegal						1	2											0	3	0.03%
Solomon Islands										1								0	1	0.01%
Spain						1												0	1	0.01%
Sudan										14				10				16	30	0.3%
Thailand						1	4		2									0	7	0.1%
Turkey		2	6	6	1													0	15	0.1%
Turkmenistant					1													0	1	0.01%
Uganda										4						1		1	5	0.04%
Ukraine								1		1								0	2	0.02%
United Arab Emirates			1	6	12	14	17	1		5							1	1	57	0.5%
United Kingdom (England)									3	11					1			1	15	0.1%
Yemen								1										0	1	0.01%
Not Stated / Other	19	9	4	1			2		1	8	1	1	2	5	1	3	2	15	59	0.5%
Total	331	731	903	1,054	1,459	1,653	1,654	1,819	1,026	818	35	45	46	84	85	86	73	454	11,903	

FY12

Afghanistan % Consultations		
Oct	Nov	Dec
46%	43%	45%
Jan	Feb	Mar
43%	41%	52%
Apr	May	Jun
41%	55%	63%
Jul	Aug	Sep
62%	61%	43%

Navy % Consultations		
Oct	Nov	Dec
7%	7%	28%
Jan	Feb	Mar
24%	19%	20%
Apr	May	Jun
14%	19%	14%
Jul	Aug	Sep
17%	5%	10%

FY13

Afghanistan % Consultations		
Oct	Nov	Dec
45%	27%	50%
Jan	Feb	Mar
41%	43%	57%
Apr	May	Jun
34%	40%	41%
Jul	Aug	Sep
30%	25%	19%

Navy % Consultations		
Oct	Nov	Dec
20%	15%	13%
Jan	Feb	Mar
9%	16%	15%
Apr	May	Jun
19%	17%	16%
Jul	Aug	Sep
27%	36%	28%

FY14

Afghanistan % Consultations		
Oct	Nov	Dec
34%	33%	26%
Jan	Feb	Mar
37%	39%	27%
Apr	May	Jun
37%		

Navy % Consultations		
Oct	Nov	Dec
31%	22%	22%
Jan	Feb	Mar
14%	18%	29%
Apr	May	Jun
11%		

Program Summary By Patient Branch

	Patient Branch																			
	2004 Total	2005 Total	2006 Total	2007 Totals	2008 Totals	2009 Totals	2010 Totals	2011 Totals	2012 Totals	2013 Totals	2014								Program Totals	% Consults Program
											Oct	Nov	Dec	Jan	Feb	Mar	Apr	YTD		
Air Force	11	62	85	95	142	96	124	127	56	66	4	8	11	16	10	8	4	61	903	7.6%
Army	252	405	431	539	751	888	905	909	523	375	14	21	10	29	37	26	37	174	6,298	52.9%
Coast Guard						5	7	6	1	2			1		4			5	24	0.2%
Marine Corps	8	101	78	149	212	178	174	181	77	89	4	1	7	10	10	13	10	55	1,240	10.4%
Navy	18	8	37	30	71	191	161	160	173	139	10	10	8	11	12	22	14	87	1,133	9.5%
Contractor	6	27	30	24	40	36	56	57	34	11			1			2	4	7	318	2.7%
Detainee	3	13	23	33	15	27	14	11	3	8								0	142	1.2%
Non-Combatant	13	43	130	87	150	121	132	133	59	53		2	1	14	1	4	1	23	950	8.0%
Other	1	27	38	45	36	52	30	32	37	32		1		1	3	3	1	9	356	3.0%
Not Stated/NA	19	45	51	52	42	59	51	54	63	43	3	2	7	3	8	8	2	33	539	4.5%
Total	331	731	903	1,054	1,459	1,653	1,654	1,670	1,026	818	35	45	46	84	85	86	73	454	11,903	

Top Patient Branch
April 2014

Army: 50.7%
Navy: 19.2%

Locations Submitting Teleconsultations

://www.cia.gov/cia/publications/factbook/reference_maps/pdf/time_zones.pdf

Map as of 1 May 2014

Supported Facility

Afghanistan
Albania
Australia
Bahrain
Bangladesh
Belgium
Belize
Bosnia
Botswana
Chad
Chili
Congo
Continental US
Djibouti
Ecuador
Egypt – MFO Sinai
El Salvador
Ethiopia
Haiti Relief
Honduras
Germany
Ghana
Guam
Guatemala
Guinea
Hurricane Katrina
Italy - Sicily
Japan
Jordan
Kenya
Kuwait
Kyrgyzstan
Laos
Mali
Mauritania
Morocco
Nepal
Nige
Okinawa
Pakista
Papua New
Philippine
Qatar
Saudi Arabia
Senegal
Solomon Islands
Spain
Sudan
Thailand
Turkey
Turkmenistan
Uganda
Ukraine
United Arab Emirates
Yemen
US, Canadian & Australian Navy afloat

Program Summary by US Navy Afloat

US Navy Float		
Specialty	Number	%
Orthopedics	317	30.3%
Dermatology	221	21.1%
Ophthalmology	82	7.8%
Urology*	65	6.2%
Cardiology	59	5.6%
Neurology*	50	4.8%
Internal Medicine	44	4.2%
Infectious Diseases	38	3.6%
Otolaryngology	30	2.9%
Rheumatology	15	1.4%
Nephrology	12	1.1%
Allergy	11	1.1%
OB-GYN	11	1.1%
Psychiatry	11	1.1%
Dental	10	1.0%
Gastroenterology	7	0.7%
Neuro-Surgery	7	0.7%
Endocrinology	6	0.6%
General Surgery	6	0.6%
Pulmonary	6	0.6%
Radiology	6	0.6%
Burn-Trauma	4	0.4%
Hematology	4	0.4%
Toxicology	4	0.4%
Vascular Surgery	4	0.4%
Preventive Medicine	3	0.3%
Traumatic Brain Injury	3	0.3%
Microbiology	2	0.2%
Plastic Surgery	2	0.2%
Sleep Medicine	2	0.2%
Flight Medicine	1	0.1%
Infection Control	1	0.1%
Pain Management	1	0.1%
Pathology	1	0.1%
Pediatrics	1	0.1%
Total	1,047	

Canadian Navy Afloat

Canadian Navy Ship
HMCS Charlottetown
HMCS Toronto
HMCS Vancouver

Ship	
USS Abraham Lincoln	USS John F. Kennedy
USS Arden	USS John Paul Jones
USS Bataan	USS Kauffman
USS Benfold	USS Kearsarge
USS Blue Ridge	USS Kitty Hawk
USS Bonhomme Richard	USS Klakring
USS Boxer	USS Laboon
USS Bunker Hill	USS Lassen
USS Carney	USS Leyte Gulf
USS Cape St George	USS Mason
USS Carl Vinson	USS Mercy
USS Carter Hall	USS Mesa Verde
USS Cleveland	USS Mitscher
USS Comfort	USS Monterey
USS Comstock	USS Nashville
USS Dubuque	USS New Orleans
USS Denver	USS Nimitz
USS DeWert	USS Nitze
USS Dwight D. Eisenhower	USS Pearl Harbor
USS Emory S. Land	USS Peleliu
USS Enterprise	USS Polar Star**
USS Essex	USS Ponce
USS Fitzgerald	USS Preble
USS Gary	USS Ronald Reagan
USS George H.W. Bush	USS Rushmore
USS Germantown	USS Russell
USS Green Bay	USS Samuel Roberts
USS Gridley	USS San Antonio
USS Guston Hall	USS Taylor
USS Harpers Ferry	USS The Sullivans
USS Harry S. Truman	USS Theodore Roosevelt
USS Higgins	USS Tortuga
USS Ingraham	USS Truman
USS Iwo Jima	USS Wasp
USS John C. Stennis	

*** Includes specialties that were initially labeled as "Other Specialties"**

USS Polar Star is Coast Guard but counted as a Navy ship rather than create a new category

Evacuations Summary

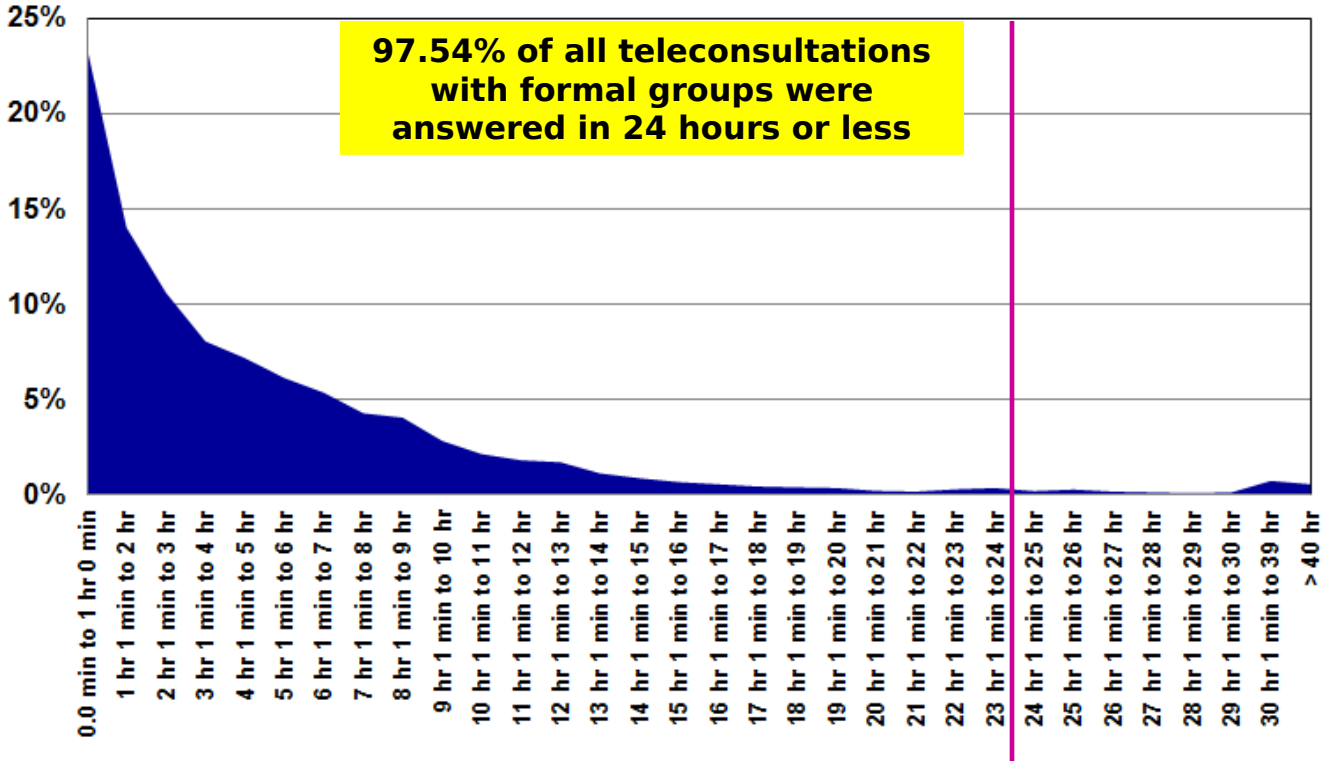
Evacuations Prevented Following Teleconsultation		
Summary	Number	%
Audiology	1	1%
Burn Trauma	1	1%
Cardiology	16	9%
Dermatology	50	28%
Endocrinology	2	1%
Gastroenterolgy	3	2%
Hematology	2	1%
Infectious Diseases	5	3%
Internal Medicine	1	1%
Mental Health	1	1%
Nephrology	6	3%
Neurology	3	2%
Neurosurgery	3	2%
OB-GYN	2	1%
Oncology	1	1%
Ophthalmology	7	4%
Orthopedics	45	25%
Otolaryngology	8	5%
Radiology	1	1%
Rheumatology	4	2%
TBI	1	1%
Urology	14	8%
Total	177	

Based on some feedback from one deployed provider, this figure is probably under-stated.

Evacuations Facilitated Following Teleconsultation		
Summary	Number	%
Allergy	2	0.4%
Audiology	1	0.2%
Burntrauma	6	1%
Cardiology	50	9%
Dermatology	47	8%
Dental	3	0.5%
Endocrinology	18	3%
Gastroenterology	17	3%
General Surgery	4	0.7%
Gyncology	1	0.2%
Hematology	3	0.5%
Infectious Diseases	16	3%
Internal Medicine	31	5%
Nephrology	20	4%
Neurology	119	21%
Neurosurgery	4	0.7%
OB-GYN	2	0.4%
Oncology	1	0.2%
Ophthalomogy	27	5%
Orthopedics	102	18%
Otolarynology	11	2%
Preventive Medicine	1	0.2%
Pulmonary Diseases	4	1%
Radiology	1	0.2%
Rheumatology	24	4%
Sleep Medicine	1	0.2%
TBI	8	1%
Urology	40	7%
Vascular Surgery	2	0.4%
Grand Total	566	

Reply Times Summary

Reply Time Percentages

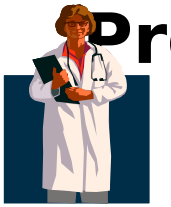

97.54% of all teleconsultations with formal groups were answered in 24 hours or less
25%
20%
15%
10%
5%
0%
0.0 min to 1 hr 0 min
1 hr 1 min to 2 hr
2 hr 1 min to 3 hr
3 hr 1 min to 4 hr
4 hr 1 min to 5 hr
5 hr 1 min to 6 hr
6 hr 1 min to 7 hr
7 hr 1 min to 8 hr
8 hr 1 min to 9 hr
9 hr 1 min to 10 hr
10 hr 1 min to 11 hr
11 hr 1 min to 12 hr
12 hr 1 min to 13 hr
13 hr 1 min to 14 hr
14 hr 1 min to 15 hr
15 hr 1 min to 16 hr
16 hr 1 min to 17 hr
17 hr 1 min to 18 hr
18 hr 1 min to 19 hr
19 hr 1 min to 20 hr
20 hr 1 min to 21 hr
21 hr 1 min to 22 hr
22 hr 1 min to 23 hr
23 hr 1 min to 24 hr
24 hr 1 min to 25 hr
25 hr 1 min to 26 hr
26 hr 1 min to 27 hr
27 hr 1 min to 28 hr
28 hr 1 min to 29 hr
29 hr 1 min to 30 hr
30 hr 1 min to 39 hr
> 40 hr

15 min or less	5.9%
16 to 30 min	6.9%
31 to 45 min	5.9%
46 to 60 min	4.7%
Total ≤ 60 min	23.5%

Time	%
0.0 min to 1 hr 0 min	23.46%
1 hr 1 min to 2 hr	14.04%
2 hr 1 min to 3 hr	10.62%
3 hr 1 min to 4 hr	8.07%
4 hr 1 min to 5 hr	7.19%
5 hr 1 min to 6 hr	6.15%
6 hr 1 min to 7 hr	5.38%
7 hr 1 min to 8 hr	4.30%
8 hr 1 min to 9 hr	4.07%
9 hr 1 min to 10 hr	2.85%
10 hr 1 min to 11 hr	2.16%
11 hr 1 min to 12 hr	1.83%
12 hr 1 min to 13 hr	1.73%
13 hr 1 min to 14 hr	1.15%
14 hr 1 min to 15 hr	0.90%
15 hr 1 min to 16 hr	0.70%
16 hr 1 min to 17 hr	0.57%
17 hr 1 min to 18 hr	0.46%
18 hr 1 min to 19 hr	0.41%
19 hr 1 min to 20 hr	0.38%
20 hr 1 min to 21 hr	0.23%
21 hr 1 min to 22 hr	0.19%
22 hr 1 min to 23 hr	0.31%
23 hr 1 min to 24 hr	0.38%
24 hr 1 min to 25 hr	0.22%
25 hr 1 min to 26 hr	0.30%
26 hr 1 min to 27 hr	0.19%
27 hr 1 min to 28 hr	0.15%
28 hr 1 min to 29 hr	0.11%
29 hr 1 min to 30 hr	0.15%
30 hr 1 min to 39 hr	0.76%
> 40 hr	0.57%

AKO Teleconsultation Program Business Practice For Deployed

Provider sends f/u or questions/info to group



Deployed Provider emails consultation

Specialty with Contact Group

Yes

No

Include charles.m.lappan.civ@mail.mil in the "cc" address

Consultant emails recommendation to the deployed physician

-----Original Message-----
From: ZZZZZ, XXXXX MAJ
Sent: Monday, May 28, 2007 10:00 PM
To: XXXXXXXX
Subject: RE: Teleconsultation

COL XXXXX

The lesion appears to be a prurigo nodule. They occur from repeated scratching rubbing. Many times it is formed from habit alone, but also they they can occur from a primary lesion (such as a wart, insect bite, other). You have many treatment options. You can try a trial of cryotherapy (5 second freeze), shaving the lesion off, intralesional kenalog, topical steroids are among the most commen forms of treatment. The main goal is to get the patient to leave the lesion alone. Thank you for the consult.

Respectfully,

XXXXXX XXXXXXX MD
MAJ, MC, USA
Chief, Dermatology
XXXXXXXX

-----Original Message-----
From: XXXXX XXXXXXX
Sent: Tuesday, May 29, 2007 2:31 AM
To: 'derm.consult@us.army.mil'
Subject: Teleconsultation

In any case, the attached images are of a 47 y/o healthy male with a recurring (several months) 4 mm scar on posterior wrist, ulnar aspect.

Patient kept scratching it and when saw primary provider stateside (before deploying), provider said it was from the irritation and leaving it alone would make it go away.

Now after several months the lesion recurs (no worse than original, no spreading), patient continues to pick at it when the central core spreads to about 3 mm (since it itches).

No treatments were attempted, no labs obtained. There may or may not be core for freezing.

DDx: 1. Wart
2. Scar that recurs due to patient irritation.

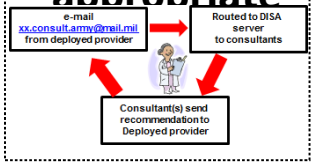
Thank you very much, in advance, for this great pr <<DSC05694.JPG>> ogram. It is nice to be in theater, knowing you do what you do.

Les

XXXXX XXXXXX
Col, USAF, MC

Consultant retrieves and reviews teleconsultation

Teleconsultation is routed to the appropriate



Teleconsultation emailed to med.consult.army

Finds consultant with appropriate expertise

Copy furnished to specialty group… confirms teleconsultation is answered and enables collaboration

April Summary

- **April Summary**
  - **73 consultations**
  - **5 known evacuations prevented**
  - **3 known evacuations after recommendation received**
  - **1 non - US patient consultation**
  - **17 first-time users**
  - **First consultation from Australia**
  - **8 consultations US Navy Afloat**
    - ✓ **Fewest Navy Afloat monthly consultations received since January 2013**
    - ✓ **11.0% of total consultations**
  - **Average Reply Time: 3 hours 3 minutes … best monthly reply time in over 2 years**
  - **Median Reply Time: 1 hour 15 minutes … best monthly reply time in over 2 years**
    - ✓ **1 consultation in which the reply time > 24 hours**

April Summary

- **61 consultations for on - going programs**
  - **Burn-Trauma: 0**
  - **Cardiology: 2**
  - **Dental: 0**
  - **Dermatology: 32**
  - **Infection Control: 0**
  - **Infectious Diseases: 4**
  - **Internal Medicine: 4**
  - **Microbiology: 0**
  - **Nephrology: 0**
  - **Neurology: 3**
  - **Ophthalmology: 3**
  - **Orthopedics: 9**
  - **Pediatrics: 0**
  - **Preventive Med: 0**
  - **Rheumatology: 2**
  - **Sleep Medicine: 0**
  - **Toxicology: 0**
  - **TBI: 0**
  - **Urology: 4**
- **12 consultations answered by “Other Specialties”**
  - **Allergy: 3**
  - **Endocrinology: 3**
  - **Gastroenterology: 2**
  - **Hematology: 1**
  - **Nutrition: 1**
  - **Otolaryngology: 1**
  - **Radiology: 1**

April Summary

Evacuations Summary

Evacuations Facilitated Following Teleconsultation - April 2014					
Specialty	Location	Patient Branch	Providers Diagnosis	Consultants Diagnosis	Outcome
Dermatology	Afghanistan	Albanian Soldier	Malignant Melanoma	Malignant Melanoma	Evacuated to Germany
	Kuwait	Army	Sarcoidosis	Sarcoidosis	Evacuated to Germany
Urology	US Navy Afloat	Navy	Hematuria	Hematuria	Patient evacuated from ship

Evacuations Prevented Following Teleconsultation - April 2014					
Specialty	Location	Patient Branch	Providers Diagnosis	Consultants Diagnosis	Outcome
Dermatology	Afghanistan	Army	Basal Cell Carcinoma	Seborrheic Keratosis	Benign. Refer to dermatology upon redeployment
	Cuba	Army	BCC v SCC	SCC	Referred to General Surgeon for excision
	United Arab Emirates	Air Force	Melanoma	Melanoma	Refer to dermatology upon redeployment
Endocrinology	Qatar	Air Force	Hyperthyroidism	Graves Hyperthyroidism	Manage in country. Early redeployment not required
Hematology	Afghanistan	Army	Lupus	Lupus	Manage in country. Early redeployment not required

Collaborations Summary

Collaborations Summary - April 2014				
Primary Specialty	Collaborating Specialty	Location	Patient Branch	Consultant's Diagnosis
Dermatology	Allergy	Kuwait	Army	Urticaria
	Infectious Diseases	Australia	Marine Corps	Multiple Dx
	Ophthalmology	Afghanistan	Army	Impetignized Dermititis v r/o HSV
Internal Medicine	Dermatology and Endocrinology	Afghanistan	DoD Contractor	Diabetes
Rheumatology	Dermatology	Afghanistan	Marine Corps	Amyopathic Dermatomyosis and Photo-Induced Dermatitis

April Summary

Other Specialties

Other Specialty Summary - April 2014			
Specialty	Location	Patient Branch	Diagnosis
Allergy	Afghanistan	Army	Smallpox Reaction
			Urticaria
	Kuwait	Army	Urticaria
Endocrinology	Afghanistan	DoD Contractor	Diabetes
	Kuwait	Army	Hyperthyroidism
	Qatar	Air Force	Hyperthyroidism
Gastroenterology	Japan	Navy	Constipation
	Kuwait	Army	r/o food allergy
Hematology	Afghanistan	Army	Recurrent VTE
Nutrition Care	Afghanistan	Army	Weight Control Program
Otolaryngology	CONUS	Marine Corps	Lymph Node Infection
Radiology	Jordan	Not Stated	Ingested Material

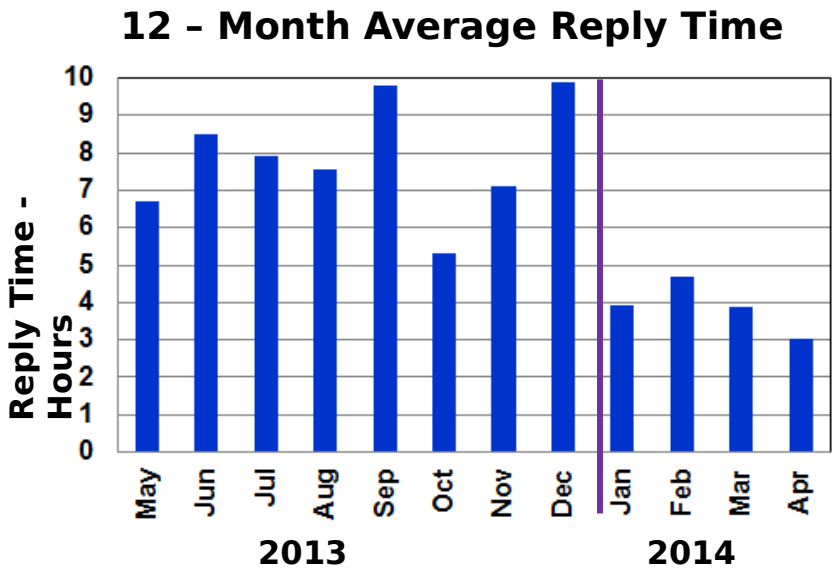
April Summary

US Navy Afloat - April 2014		
Specialty	Ship	Number
Cardiology	USS Bonhomme Richard	1
Dermatology	USS Bonhomme Richard	1
Ophthalmology	USS Bataan	1
Ophthalmology	USS George H.W. Bush	1
Orthopedics	USS Bataan	1
Orthopedics	USS Bonhomme Richard	1
Orthopedics	USS George H.W. Bush	1
Urology	USS New Orleans	1
Total		8

Non-U.S. Patients April 2014		
Specialty	Nationality	Consults
Dermatology	Albania National	1
Total		1

* Includes collaborations with other specialties

Teleconsultations US Navy Afloat April 2014	
Ship	Number
USS Bataan	2
USS Bonhomme Richard	3
USS George H.W. Bush	2
USS New Orleans	1
Total	8



AKO to DISA

Transition

Teleconsultation Program Transition

- We have begun the transition from an AKO email-based program to a Defense Information Systems Agency (DISA) email based program

- Teleconsultations sent to “utility accounts” through the Army Knowledge Online portal use a common naming protocol of xx.consult@us.army.mil

- Emails to xx.consult@us.army.mil are forwarded to the DISA consultation distribution list

- The new DISA distribution groups are similar to the AKO naming convention: xx.consult.army@mail.mil (see next page for detailed list)

- The AKO utility accounts will remain active until 1 October 2014

Teleconsultation Groups
Specialties organized into email groups

Specialty	AKO Utility Email Address	DISA Email Address
Burn-Trauma	burntrauma.consult@us.army.mil	burntrauma.consult.army@mail.mil
Cardiology	cards.consult@us.army.mil	cards.consult.army@mail.mil
Dental - General Dentistry	dental.consult@us.army.mil	dental.consult.army@mail.mil
Dental - Endodontic / root canal issues	endodontic.consult@us.army.mil	endodontic.consult.army@mail.mil
Dental - Pathology in / around oral cavity	oralpath.consult@us.army.mil	oralpath.consult.army@mail.mil
Dental - Removal of teeth, infections, implants or Fractures	oralsurgery.consult@us.army.mil	oralsurgery.consult.army@mail.mil
Dental involving childresn	pedodontic.consult@us.army.mil	pedodontic.consult.army@mail.mil
Dental - Periodontal involving gums & transplants	perio.consult@us.army.mil	perio.consult.army@mail.mil
Dental - Implants, crowns, partial or full dentures	prostho.consult@us.army.mil	prostho.consult.army@mail.mil
Dermatology	derm.consult@us.army.mil	derm.consult.army@mail.mil
Ophthalmology / Optometry	eye.consult@us.army.mil	eye.consult.army@mail.mil
Infectious Diseases	id.consult@us.army.mil	id.consult.army@mail.mil
Internal Medicine	im.consult@us.army.mil	im.consult.army@mail.mil
Infection Control	infect.cntrol.consult@us.army.mil	ic.consult.army@mail.mil
Microbiology / Laboratory Services	microbiology.consult@us.army.mil	microbiology.consult.army@mail.mil
Nephrology	nephrology.consult@us.army.mil	nephrology.consult.army@mail.mil
Neurology	neuron.consult@us.army.mil	neuron.consult.army@mail.mil
Orthopedics	ortho.consult@us.army.mil	ortho.consult.army@mail.mil
Pain Management	painmanagement.consult@us.army.mil	painmanagement.consult.army@mail.mil
Pediatrics	picu.consult@us.army.mil	picu.consult.army@mail.mil
Preventive & Occupational Medicine	pmom.consult@us.army.mil	pmom.consult.army@mail.mil
Rheumatology	rheum.consult@us.army.mil	rheum.consult.army@mail.mil
Sleep Medicine	sleep.e.consult@us.army.mil	sleep.consult.army@mail.mil
Traumatic Brain Injury	tbi.consult@us.army.mil	tbi.consult.army@mail.mil
Toxicology	toxicology.consult@us.army.mil	toxicology.consult.army@mail.mil
Urology	urology.consult@us.army.mil	urology.consult.army@mail.mil
Consultations for other specialties /miscellanous	med.consult@us.army.mil	med.consult.army@mail.mil

Teleconsultation Groups

- **Other specialties "as requested"**

  - **Send teleconsultation to med.consult.army@mail.mil**

    - ✓ **The following are examples of the "Other Specialties" that have assisted with teleconsultations**

    - ✓ **This list is not all inclusive and may change without notice**

- **Allergy**
- **Endocrinology**
- **ENT**
- **Flight Medicine**
- **Gastroenterology**
- **General Surgery**
- **Hematology**
- **Legal**
- **Neurosurgery**
- **Nutrition Care**
- **OB-GYN**
- **Oncology**
- **Pharmacy**
- **Plastic Surgery**
- **Pulmonary Diseases**
- **Psychiatry**
- **Radiology**
- **Speech Pathology**
- **Vascular Surgery**